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July 13, 2005

MS Amendment  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, Virginia 22313-1450

Re: U.S. Patent Application No.: 09/577,225  
For: *METHOD AND APPARATUS FOR SERVICE LEVEL MANAGEMENT*  
(SLM)  
Inventors: Lundy M. Lewis  
Filed: May 23, 2000  
Our Ref. No.: APB-017RCE

Dear Sir:

I enclose herewith for filing in the above-identified application the following:

1. Information Disclosure Statement;
2. PTO Form SB/08; and
3. A Return Postcard.

No additional costs are believed to be due in connection with the filing of this Information Disclosure Statement. However, please charge any necessary fees in connection with the enclosed statement to our Deposit Order Account No. 12-0080. For this purpose, a duplicate of this sheet is attached.

I hereby certify that this correspondence is deposited with the United States Postal Service as first class mail in an envelope addressed to:  
MS Amendment, Commissioner for Patents, P.O. Box 1450,  
Alexandria, Virginia 22313-1450 on:

July 13, 2005

Date

David R Burns

David R. Burns, Registration No. 46,590

Respectfully submitted,  
LAHIVE & COCKFIELD, LLP

David R Burns

David R. Burns  
Registration No. 46,590  
Attorney for Applicant



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re the application of: Lundy M. Lewis

Serial No.: 09/577,225

Filed: May 23, 2000

For: *METHOD AND APPARATUS FOR SERVICE  
LEVEL MANAGEMENT (SLM)*

Attorney Docket No.: APB-017RCE

Group Art Unit: 3629

Examiner: T. D. Nguyen

MS Amendment  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, Virginia 22313-1450

Certificate of First Class Mailing (37 CFR §1.8(a))

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July 13, 2005

Date of Signature and of Mail Deposit

By:

David R Burns

David R. Burns

Reg. No. 46,590

Attorney for Applicant

INFORMATION DISCLOSURE STATEMENT

Dear Sir:

Applicant and his Attorney are aware of the following additional publications, listed on the attached PTO Form SB/08, and in accordance with 37 CFR §1.97 hereby submit these publications for the Examiner's consideration.

This statement is not to be interpreted as a representation that the cited publications are material, that an exhaustive search has been conducted, or that no other relevant information exists. Nor shall the citation of any publication herein be construed *per se* as a representation that such publication is prior art. Moreover, the

Applicant understands that the Examiner will make an independent evaluation of the cited publications.

In accordance with 37 CFR §1.97(b)(4), no additional costs are believed to be due in connection with the filing of this Information Disclosure Statement. However, please charge any necessary fees in connection with the enclosed statement to our Deposit Order Account No. 12-0080.

Respectfully submitted,  
LAHIVE & COCKFIELD, LLP

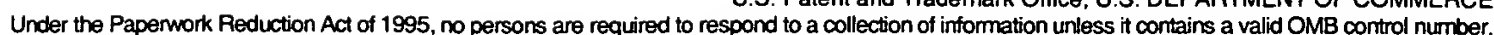
A handwritten signature in black ink, reading "David R. Burns". The signature is written in a cursive style with a horizontal line underneath.

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Date: July 13, 2005

DRB/rl  
Enclosures



**(Use as many sheets as necessary)**

Sheet	1	of	1
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**Complete if Known**

Application Number	09/577,225
Filing Date	May 23, 2000
First Named Inventor	Lundy M. Lewis
Art Unit	3629
Examiner Name	T. D. Nguyen
Attorney Docket Number	APB-017BCE

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Examiner Signature		Date Considered	
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